NOVA SCOTIA

Labour and
Workforce Development

Labour and Workforce Development
2009-2010 French-language Services Plan

April 1, 2009

Labour and Workforce Development
2009-2010 French-language Services Plan
April 1, 2009

1. Message from the Deputy Minister

We are pleased to present the 2009-2010 French-language Services Plan for the Department of Labour and Workforce Development. The Department of Labour and Workforce Development (LWD) was established on April 1, 2008. LWD consists of the former Skills and Learning Branch of the Department of Education, the Labour divisions of the former Department of Environment and Labour, and includes the pending transition of the federal (Service Canada) Employment Insurance training program and the Labour Market Agreement to the province. The creation of the new Department underlines government's commitment to strengthening workplaces and building a competitive workforce.

LWD has been carrying forward the momentum generated, and the progress achieved, by its predecessors in the delivery and implementation of French-language services in prior years. We are committed to building on existing capacity to provide services in the French language to meet the needs of the Acadian and francophone communities. As a new Department, our first task was to appoint a French-language Services Coordinator and establish a French-language Services Committee. This has been done, and both the Coordinator and the Committee have been taking inventory of our current French-language policies, the services we provide, and the training offered to staff.

We have committed, in our departmental Business Plan, to working collaboratively with the Office of Acadian Affairs (OAA) to enhance the Department's capacity to deliver French-language services to our clients. Priorities for 2009-2010 include:

-increase employee awareness of the provincial government's commitment to provide French-language services, and promote interest and involvement in service delivery;
-continue to explore opportunities to address Acadian and francophone community needs and continue to build upon our successes;
-continue to build departmental capacity to provide service in French through employee training in the French language.

We have established a measure of overall compliance with the French-language Service Plan at 80% or greater in 2009-2010.

In 2008-2009, our first year as a new Department, we attempted to increase employee awareness by utilizing the **Bonjour!** button on our departmental website, and increasing the number of documents that are translated into French. We continued to ensure Adult Education Programs are delivered in French and English. As well, the Department has supported French-language training of staff through the OAA, and has many people taking French courses at different levels. The initial plan for training has focused on divisions where the services may be needed in French on an on-going service delivery basis. There may be many staff members coming to the department from the federal government who are fluent in French, and there may be opportunities to move existing provincial staff into positions that require French language abilities. As the department

moves forward with employment opportunities in the French-speaking areas of the province, it can look to enhance its ability to communicate with the community in French.

The progress we have made this past year, and the goals and objectives we have set for this coming year, will ensure that LWD continues to increase and deliver programs and services that reflect the needs of the Acadian and francophone community in Nova Scotia.

2. Responses to French Requests (Written and Oral)

LWD will continue to respond to written and verbal requests from the public for French-language services, in a timely manner. Various French-speaking staff members have offered to provide services in the French language. Some staff answer the phone in both English and French (Hello / Bonjour). We have bilingual officers throughout the province willing and able to provide service in the French language. Staff members who receive requests beyond their capacity to provide a response in the French language have been instructed to contact French-speaking staff members for assistance.

Some of the Chairs or Deputy Chairs of our Boards, Agencies and Commissions can provide hearing services in French, and if applicants or witnesses need a French language interpreter, that is provided free of charge. Our Conciliation Services have agreements in place for French language conciliation and mediation services should the parties request to conduct their negotiations in French.

Publications can be translated upon request. If the material requested is technical in nature, the staff member is asked to forward the English version to the French-language Services Coordinator to request written translation by the OAA.

As we bring federal (Service Canada) staff members into the department, we may discover that there are many who are fluent in French. As well, there may be opportunities to move existing provincial staff into positions that require French language abilities.

3. French-language Services Inventory

LWD offers and provides a wide range of services and publications available in the French language. Please see Appendix A for more information.

4. Progress in Reaching Goals and Objectives for 2008-2009

Being a newly formed Department on April 1, 2008, we carried forward the momentum generated, and the progress achieved, by our predecessors in the delivery and implementation of French-language services in prior years.

The first task was appointing a new French-language Services Coordinator and establishing a French-language Services Committee for the Department. This has been accomplished. We have continued to explore opportunities to address Acadian and francophone community needs, and build upon our successes. More information is provided in Appendix B, which illustrates:

a. The goals and objectives established by LWD for 2008-2009 to improve French-language services;
b. The measures (i.e. actions and activities) that were set to meet the goals and objectives for 2008-2009; and
c. The progress made by LWD to reach the goals and objectives for 2008-2009.

5. Goals, Objectives, and Measures for 2009-2010

The goals and objectives we have set for 2009-2010 will ensure that LWD continues to increase and deliver programs and services that reflect the needs of the Acadian and francophone community in Nova Scotia. More information is provided in Appendix C, which illustrates:
a. The goals and objectives established by LWD for 2009-2010 to improve French-language services;
b. The specific measures (i.e. actions and activities) that LWD will take to achieve the goals and objectives with regards to French-language services identified for 2009-2010.

6. Priorities of the Acadian and Francophone Community

Deleted: f

We will endeavour to work with the OAA and our Acadian and francophone stakeholders to develop and distribute a community survey to more clearly identify priority community French-language service and information needs in relation to the department's issues. LWD is also seeking to pro-actively recruit bilingual instructors to assist in the delivery of programs throughout the province. Priority will be placed in Acadian and francophone communities, and areas of the province where there is a large French-speaking population. Implementation of French-language services in these areas will depend on availability of resources.

7. Conclusion: Contribution to the Preservation and Growth of the Acadian and Francophone Community

Deleted: f

LWD's French-language Services Plan is intended to contribute to the preservation and growth of the Acadian and francophone community. LWD recognizes the importance of providing French-language services as a way of reinforcing the French language and the Acadian and francophone culture in this province. Government's commitment to providing services, programs, and publications in the French-language will make it easier for the Acadian and francophone community to engage with their government.

***

Appendix A

French Language Services Inventory 2008-2009: Labour and Workforce Development

Services	Publications	Training	Other
The Bonjour! Program has been utilized. Several divisions of the department are able to provide bilingual services: -a hearing has been conducted in French -francophone conciliators can be accessed in the federal sector or through an agreement with New Brunswick -bilingual officers located around the province can assist clients who want to communicate in French -some toll-free services are available in French Workplace Education Programs are provided in both languages. Programs for unemployed older workers in the Acadian Community have been supported. The Acadian Community is assisted through a designated Employer Engagement Navigator who works with employers, and a designated Adult Education Coordinator. Adults can complete French literacy upgrading up to high school level. Adult Learning Program curricula has been developed for the Acadian and francophone community. As we bring federal staff members into the department, there may be many who can provide bilingual services.	The Bonjour! button has been utilized on our departmental website. Various presentations, publications, and internet postings have been provided in both official languages. Announcements or press releases have been done in French. Certain consultation documents have been translated to French (i.e. Pension Review Panel Discussion / Position Papers) Examples of translated publications: -Minimum Wage Review Committee Report -How to File a Complaint -Holiday Chart -Guide to the Labour Standards Code -LMA documentation / presentations -OHS–related documents (hazard alerts, worker safety card, OHS standards) -Fire safety information pamphlets published in cooperation with NB are available in both official languages. -"The Business of Mentoring: An Employer's Guide" for the Invest in Youth program has been translated. -All Adult Education documents -Labour Market Review -Career Options Handbook -IP Read Seal Exams -Red Seal Program brochures -IP Program Guide -Brochures, posters, and other publications -GED examinations may be translated upon request.	French-language training is available to all staff members. For those who have expressed an interest in the training, every effort is made to enroll them. However, requests for training are supported where operational requirements permit. In some cases, the opportunity to use French in the services and programs provided would be rare, so staff have not been requested to enroll. Several divisions have at least one staff member taking a level of French-language training through the OAA. Many are enrolled in intermediate to advanced training. In certain divisions, training is not required as service has been provided in both official languages for some time. It is recognized, however, that French-language training priorities will shift as partnerships with the Acadian and francophone community continue to grow. All staff directly involved with the Acadian and francophone community will be encouraged to seek out French-language training as part of their current training plan. We will continue to work with OAA to arrive at a process for ensuring staff have been tested for appropriate language skills.	Under the Labour Market Agreement (LMA), a represent-ative of Acadian Affairs sits at the LMA planning table. Part of the agreement with the federal government is that both LMA and LMDA programming will be available in both official languages. We are engaged in a process that includes translating forms and documents as well as recruiting French-speaking staff to assist us in that endeavour. The LM Transition division and the Skills and Learning branch have worked together to organize an Advisory Committee on program issues which is now overseen by Labour Market Partnerships. LWD has consulted with and briefed the Acadian and francophone community on the upcoming LMDA transition.

Appendix B

Progress in Reaching Goals and Objectives for 2008-2009: Department of Labour and Workforce Development

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
Objective 1 Strengthening the policy, regulatory, and administrative framework in support of the French-language Services Act.	1.1 The Office of Acadian Affairs and the Minister fulfill their obligations pursuant to the French-language Services Act.	Develop internal policies related to the provision of services in the French-language.	Continue to implement the departmental FLS Plan to identify priority service needs of the Acadian and francophone community, to build internal capacity to communicate, offer service in French, and monitor progress.	-Appointed a FLS Coordinator and ensured representation on the FLS Coordinating Committee -Established a FLS Committee for the department.
	1.2 Increased capacity for government to support departments/offices in the delivery of French-language services.	Develop internal policies related to the provision of services in the French-language.	Continue to implement the departmental FLS Plan to identify priority service needs of the Acadian and francophone community, to build internal capacity to communicate, offer service in French, and monitor progress.	- Took inventory of current FLS and developed a FLS Plan - Participated as a member of the Consultation Sub-committee to identify and prioritize community needs for FLS, and to build stronger relationships between the provincial government and Acadian and francophone community-based organizations.
Objective 2 Consultation with the community.	2.1 Establishment and prioritization of the French-language services to be offered, and of strategies or approaches for service delivery.	Develop an internal policy to outline the department's responsibilities in FLS to be offered, and approaches to French-language service	-Encourage Acadian and francophone participation in ABC's under the responsibility of the department. -Formal designation of	-There are several bilingual members on departmental ABC's -Employer Engagement Navigator works with employers in the Acadian and

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
		delivery.	staff to provide services in French or to act as a liaison between the department and Acadian and francophone communities in response to calls and written correspondence. -Explore opportunities to consult the public in both official languages.	francophone community -Adult Education Coordinator is the provincial liaison with partners such as U. Sainte-Anne and Équipe d'alphabetisation de N-É. -Toll-free service in French is available to clients of Adult Learning Program -Workplace Education Programs are provided in both official languages. -Adults can complete literacy upgrading up to high school in French, and two courses have been developed for French adult learners.
Objective 3 Communicating, sharing information, and promoting services available in French.	3.1 Public information is available in both official languages of Canada.	-Ensure that key documents are available in both official languages. -Utilize the Bonjour! program	Prioritize, translate, and make available information in French through printed publications, website placement, news releases, and advertisements of particular relevance to the Acadian and francophone community.	- Translated and published several documents in French - Translated sections of the department's website in French - Installed bilingual or French signage in offices -The Bonjour! button on the departmental website has been utilized to host an increasing number of consultation documents that have been translated into French. Examples of some of the

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
				documents we have translated include: • Pension Review Panel Discussion Paper, May 2008 • Pension Review Interim Position Paper, October 2008 • Minimum Wage Discussion Paper, Jan 2008 -Frequently, LWD does an announcement or press release in French if the department cannot publish the whole document in French. -Have consulted with and briefed the Acadian and francophone community on the upcoming Labour Market Development Agreement (LMDA) transition.
	3.2 Employees and the public are more aware of the approach being taken by the government to provide French-language services.	-The department will work with the OAA to ensure that the public is aware of approaches being taken by the department to provide FLS. -Employees are more aware of the FLS initiative, and departmental roles and responsibilities under the French-language Services Act and regulations.	-Implement an internal communications plan on the FLS initiative to inform employees on government's commitment to provide FLS. -Design and implement an internal campaign to promote awareness of the French Language Service Act, the	-Used and promoted the Bonjour! Program - Provided access to translated materials currently available in French through the department's website - Translated press releases into French in accordance with CNS and OAA policies.

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
			activities of the OAA, and departmental progress in support of the initiative to increase awareness, understanding, and promote interest and involvement.	
Objective 4 Supporting French-language services development, planning, and delivery in priority areas.	4.1 Some departments/offices develop and adapt plans and strategies for French-language service delivery as part of their annual planning process.	Service delivery corresponds to health, safety and security objectives and expressed interests of the Acadian and francophone community for departmental issues.	-Incorporate the departmental FLS work plan into the departmental business plan.	-Formed an inter-divisional French-language Services Committee -Translated key documents into French -Incorporated the departmental FLS work plan into t departmental business plan.
	4.2 The government has a coordinated approach to deal with human resources issues related to the delivery of French-language services.	Service delivery corresponds to health, safety and security objectives and expressed interests of the Acadian and francophone community for departmental issues.	With the assistance of the OAA, evaluate language capacity level of staff members both before and after they have taken a French language course to determine their progress in French language development and ability to provide service in French.	-Offered French training in to departmental staff -Identified French/bilingual capacity of staff -Recruited bilingual staff -Recruited a designated Adult Education Co-ordinator -The LM Transition division and the Skills and Learning branch have worked together to organize an Advisory Committee on program issues re: FLS
	4.3 Service delivery corresponds to the objectives outlined in the Global Development Plan for the Acadian and	Service delivery corresponds to health, safety and security objectives and	-As the department moves forward with employment opportunities in	-Adult Education Programs are delivered in French and English. -Programs for

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2008-2009	Planned Measures – 2008-2009	Progress in Reaching Goals and Objectives for 2008-2009
	francophone community.	expressed interests of the Acadian and francophone community for departmental issues.	the French-speaking areas of the province, it can look to enhance its ability to communicate with the community in French. -Ensure that if practicable, third parties contracted by the department to provide services on its behalf, provide services in accordance with the FLS Regulations.	unemployed older workers in the Acadian and francophone Community have been supported.
	4.4 School community centres contribute to the growth of the Acadian and francophone community.	Service delivery corresponds to health, safety and security objectives and expressed interests of the Acadian and francophone community for departmental issues.	—	N/A

Appendix C

Goals, Objectives, and Measures for 2009-2010: Department of Labour and Workforce Development

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
Objective 1 – Framework and Policy Strengthen the policy, regulatory, and administrative framework in support of the French-language Services Act	1.1 The Office of Acadian Affairs, the Minister, and designated public institutions fulfill their obligations pursuant to the French-language Services Act and Regulations. This includes the required review of the Regulations before July 31, 2010 to evaluate their effectiveness in ensuring substantive and measurable improvements to the French-language services offered by the Government of Nova Scotia.	To support and work with the OAA on expanding and improving FLS provided by LWD.	- Support the work of the OAA and the implementation of the French-language Services Act by ensuring representation on the FLS Coordinating Committee - Contribute to the Government's annual progress report on FLS. -Develop and implement a FLS workplan
	1.2 Designated public institutions have implemented all sections of the Regulations.	To develop and implement internal policies related to the provision of services in the French-language.	Review internal policies to identify areas where changes are required in order to allow for delivery of services in French and develop or adapt policies as required.
Objective 2 – Enabling French-language Services Consult, plan, develop, and deliver French-language services in priority areas	2.1 Designated public institutions deliver services that respond to the priority needs of the Acadian and francophone community as identified through consultation.	To work closely with the Acadian and francophone community to develop and implement active FLS.	- Consult with the Acadian and francophone community to determine and prioritize the needs for French-language government services - Include a French-language component in at least two public consultations - Maintain ongoing dialogue and nurture relationships with Acadian and francophone community organizations to identify needs and priorities. - Continue to translate publications.
Objective 2 – Enabling French-language Services	2.2 Public service employees are more knowledgeable about the	To increase employee awareness of the provincial government's	- Promote and use the Bonjour! program - Develop an internal

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
Consult, plan, develop, and deliver French-language services in priority areas	approach being taken by the government to provide French-language services; are more sensitive to cultural issues pertaining to the Acadian and francophone community; and promote public awareness of French-language services and their availability.	commitment to provide FLS and promote interest and involvement in service delivery.	communications plan on FLS delivery - Design and implement an internal campaign to promote awareness of the FLS initiative (i.e. make presentations to senior management and staff on the initiative and the departmental plan) -Create an Intranet page about the FLS -Under the LMA, a representative of Acadian Affairs will continue to sit at the LMA planning table.
	2.3 The public is more aware of the approach being taken by the government to provide French-language services and of the programs and services available to them.	To take part in the OAA and FANE's social marketing campaign to promote use of FLS.	- Implement a communications plan to promote services in French.
	2.4 Prioritization and establishment of French-language services to be offered, and of strategies or approaches for service delivery.	To examine the level of services in French and the capacity for offering services, identify the priority areas and monitor progress.	-Refine or develop approaches, programs, and strategies for planning and delivering FLS in priority areas. -Develop and implement a FLS workplan -Part of the agreement with the federal government is that both LMA and LMDA programming will be available in both official languages. We are engaged in a process that includes translating forms and documents as well as recruiting French-speaking staff to assist us in that endeavour.
	2.5 The capacity of the Public Service to provide services in French has increased due to the recruitment of French-speaking employees and training of employees, and standards and guidelines	To continue to build departmental capacity to provide service in French through employee training in the French language.	- Hire, train, or contract staff required to provide FLS (i.e. Adult Education Coordinator) - Provide staff with opportunities, learning tools, and resources for French-language skills

Objectives	Expected Results: 2009-2013 French-language Services Strategic Plan	Goals and Objectives – 2009-2010	Planned Measures – 2009-2010
	for recruitment, evaluation, and training are in place.		development, maintenance, and growth (i.e. Intranet site; French keyboards) -Offer French training to at least one staff member of each division where possible.
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	3.1 Government has helped Acadian and francophone community-based organizations, where appropriate, realize their objectives expressed in the community's Global Development Plan.	To support community, cultural, and economic initiatives that meet the need of the Acadian and francophone community	-Provide bilingual instructors to assist in the delivery of Adult Education programs. -Continue to assist the Acadian and francophone community through a designated Employer Employment Navigator who works with employers. -Support programs for unemployed older workers in the Acadian and francophone community.
Objective 3 – Community Development and Capacity-Building Ensure that the Acadian and francophone community has resources available for its long-term development and sustainability	3.2 Acadian and francophone school community centres offer services and programs to the Acadian and francophone community.	To explore opportunities to address French language community needs.	-Undertake education in school community centres in Acadian and francophone communities.